



Parent/Visitor Code of Conduct Policy

Written and Agreed

March 2025

Next review date

March 2026

1. Introduction

At Yewtree Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

Yewtree Primary School aims to work in partnership with parents:

- to involve them in their child's education.
- to consult and inform them regarding School issues and their child's progress.
- to provide opportunities for parents to come into School for formal and informal discussion about their child.

We expect our school community to respect our school ethos and values and set a good example of their own behaviour both on school premises and around the school gates.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

2. Parental conduct

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

3. Parental access

Normal permitted times on the premises are at drop-off in the morning and at pick up. If a child is registered to attend after-school-care or an after school club, these timings will extend to reflect the normal drop-off or collection times associated with these activities. Access onto the school property at any other time is by appointment only.

4. Behavioural Incidents

The Head teacher and Governors recognise that the vast majority of parents/visitors behave in a way which complies with the School's aims. However, occasionally there are instances when behaviour is inappropriate for a School environment, such as:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises or around the school gates.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.

- Offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other social media sites
- The use of physical, verbal or written aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought on to the school premises. (other than guide dogs)

5. Resolving Issues

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. Where issues arise or misconceptions take place, please contact your child's teacher in the first instance, who will be available to meet with you and go through the issue and hopefully resolve it. If this is not the case please contact a member of the senior leadership team via the school office.

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behavioural Incident". If any such incidents are reported by a parent to the school, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

The school values and works hard to achieve positive relationships with parents and visitors. Wherever necessary the school will offer a meeting for the behaviour and its consequences to be discussed.

6. Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, proprietors and in some cases other parents/pupils.

The Senior Leadership Team and Governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Head or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear

rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

7. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident. Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal advisors regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher. The headteacher will consult the chair of governors before banning a parent from the school site.